

**PATENT****SPECIFICATION AMENDMENTS**

Applicant makes the following amendments to the specification. These amendments do not add new matter.

After paragraph [004] and before the section entitled "DETAILED DESCRIPTION" insert the following:

**BRIEF DESCRIPTION OF THE DRAWINGS**

FIG. 1 is a block diagram of a system for handling calls;

FIG. 2 is a block diagram illustrating further details of a call handling system;

FIG. 3 is a flow chart of a method of handling a call;

FIG. 4 is a block diagram depicting methods of using an interactive voice response dialog engine module; and

FIG. 5 is a block diagram of an embodiment of a routing engine module.

In addition, please amend paragraph 21 of the specification as follows:

[0021] FIG. 2 illustrates detailed processing logic being executed after a call arrives at the switchboard but before the first prompt is played by the IVR dialog engine 120. For calls coming from a SIP (Session Initiation Protocol) endpoint 202, Root Engine 100 has a built-in firewall to automatically accept or reject a corresponding http request based on their originating host IP address. If the access is granted, an http request (will wake up SIP listener process 212 which will then take a proper action. If calls come from a TDM telephone network, it will trigger one of telephony media processors 211 on the switchboard. Process 211 can be pre-programmed to reject certain unknown DNIS, such as by not answering the call at all. In addition to DNIS, the TDM network may also deliver ANI which may or may not correspond to the TN for the calling customer. For SIP calls, the TN is normally delivered as an argument attached to an http request, ~~such as follows:~~